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2004

### Annual Report: 2004

CentraCare Health

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# Quality & Hope Healing

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2004 CENTRA CARE HEALTH SYSTEM ANNUAL REPORT



# A message from our president...

*"As a husband, father and grandfather, I strive to ensure that we fulfill our mission of working to improve the health of every patient, every day."*

— CentraCare Health System President  
Dr. Terry Pladson is pictured with his granddaughters  
Ashley, Taylor and Katelyn Tarolly  
at Riverside Park in St. Cloud.

## Quality & Hope & Healing



## Dear Friends:

Quality. Hope. Healing.

These three essential elements of health care provide the focus for our annual report this year. In the following pages, you will read about people who have experienced—and people who provide—the services of CentraCare Health System. These stories bring to life the concepts of quality, hope and healing.

You'll also see our financial report for Fiscal Year 2004 and learn why it's important for a non-profit organization to post a strong positive margin.

As a physician and president of CentraCare Health System, I work to ensure that we provide the highest quality services and facilities in a financially responsible manner.

As a nearly lifelong resident of Central Minnesota, I work to ensure that we collaborate with other health care professionals to meet the needs of the region.

As a husband, father and grandfather, I strive to ensure that we fulfill our mission of working to improve the health of every patient, every day.

Like you, I want quality, compassionate care for my family. I want to know they will be treated with respect, their questions will be answered, their fears will be eased. I want to know they will be treated like unique individuals, not medical record numbers or diagnoses, whether they are in the clinic for a well-child checkup or undergoing major surgery.

My transition from the practice of medicine to administration has

been exciting and rewarding, thanks to the wonderful people who work for CentraCare Health System. Together, we put patients — you and your family and friends — first in all we do. Thank you for your interest in and support of our healing mission.

If you'd like to learn more about CentraCare Health System, please visit our Web site, [www.centracare.com](http://www.centracare.com).

Sincerely,

Terence Pladson, M.D., M.B.A.  
President  
CentraCare Health System



# Quality

“QUALITY IS NOT AN ACT, IT IS A HABIT.”

— ARISTOTLE



St. Cloud Hospital achieved Magnet status — the highest international recognition for excellence in nursing. Pictured above are just some of the more than 900 R.N.s employed by St. Cloud Hospital. Front to back, left to right: Row 1: Brenda Hommerding; Mary Rennie; Bonnie Curtis Row 2: Blake Zenner; Mary Loven; Doreen Schultz; Laurie Annett; Bernie Hukreide Row 3: Mary Buhl; Nicole Pelach; Carmel Koep; Barb Scheiber; Kate Vanbuskirk; Row 4: Jean Beckel; Roxanne Wilson; Marie Kirchner; Kathy Taulouse; Brenda Swendra-Henry; Row 5: Linda Chmielewski, C.N.O., vice president of hospital operations; Beth Honkomp; Tom Boik; Nick Lejcher

#### MAGNET HOSPITALS HAVE CHARACTERISTICS THAT RELATE TO:

- Superior patient outcomes
- A collaborative work environment that attracts quality personnel
- Improved employee retention rates
- Higher employee and patient satisfaction

## A magnet for quality

In June, St. Cloud Hospital received the highest international recognition for excellence in the delivery of nursing services — Magnet Hospital designation.

Magnet designation recognizes health care organizations that promote a professional practice environment — resulting in quality patient care and positive patient outcomes. The Mayo hospitals in Rochester are the only other Minnesota health care organizations with Magnet designation.

Internationally, there are 117 Magnet hospitals.

“The decision to pursue Magnet status was based on our rich history of recognizing the importance of nursing in our organization,” said Linda Chmielewski, R.N., chief nursing officer and vice president of hospital operations. “We know that nurses, together with our other team members, have been instrumental in our continued success as an organization. You don’t get good because you are Magnet, you get Magnet because you are good!”



## Improving the health of Central Minnesota

Loann Poegel, 62, of Long Prairie was milking 25 cows twice daily until four years ago when her left middle toe was amputated as a result of her diabetes.

Now Poegel continues to keep active and healthy with a regular exercise routine, as well as regular check-ups with Philip Stoyke, M.D., family practice physician at CentraCare Clinic - Long Prairie.

Poegel is part of a statewide effort by providers to improve the care of diabetic patients.

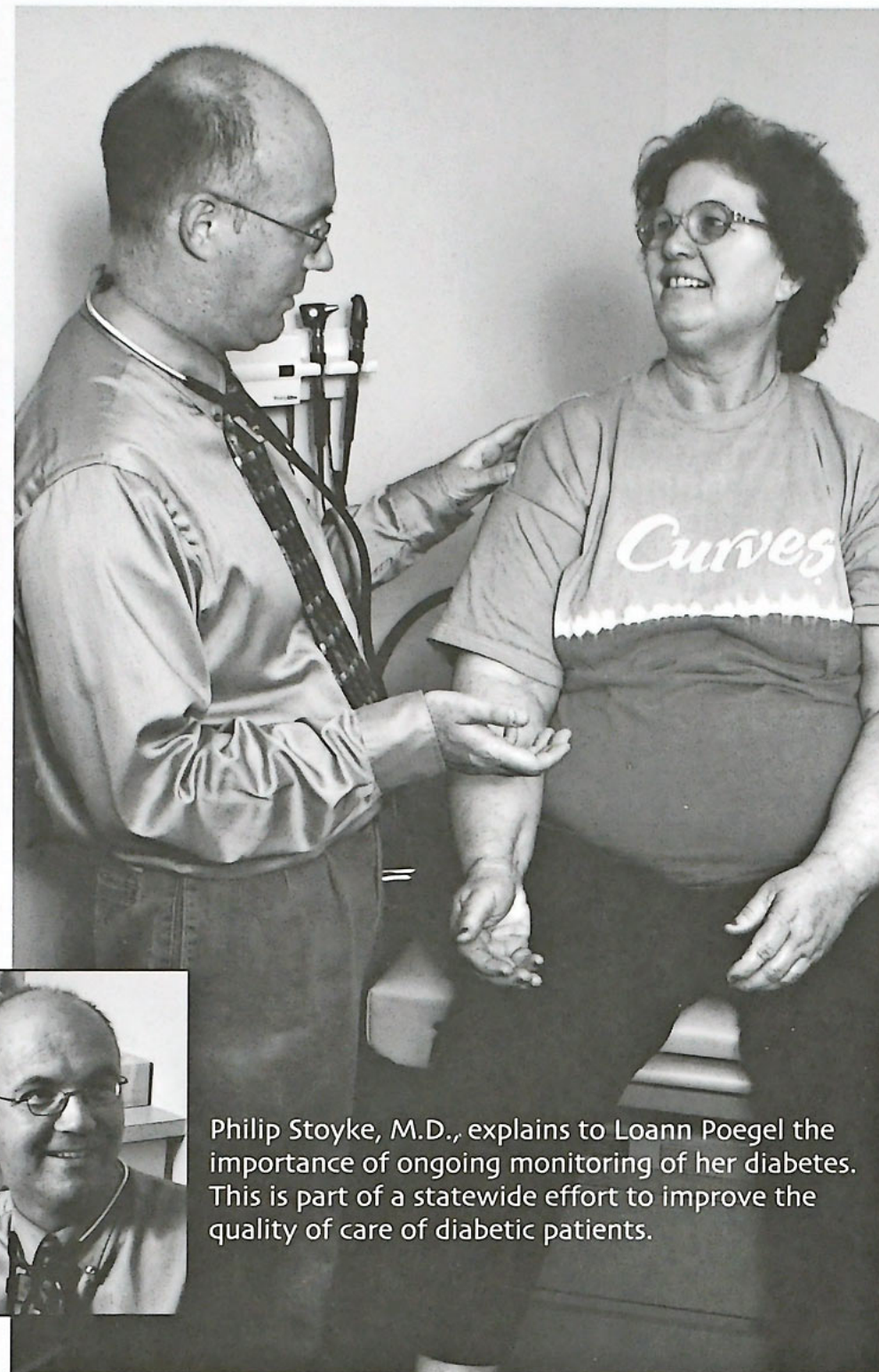
Because ongoing monitoring is necessary with diabetes patients, Poegel and Stoyke have gotten to know each other quite well. Poegel loves to tease Dr. Stoyke when she comes in for her visits.

"He's a wonderful doctor and, I think, my teasing makes his day."

### Quality Improvement Efforts

Since 1998, CentraCare Clinic has been one of 47 clinics and health systems nationally that has participated in the Institute for Clinical Systems Improvement (ICSI).

Various ICSI groups work collaboratively to improve health care. Tools, strategies and experiences for improvement are shared among team members, allowing for more rapid improvement. Minnesota providers are working together to improve care of diabetic patients.



Philip Stoyke, M.D., explains to Loann Poegel the importance of ongoing monitoring of her diabetes. This is part of a statewide effort to improve the quality of care of diabetic patients.

# Hope

"EVERYTHING THAT IS DONE IN THE WORLD  
IS DONE BY HOPE."

— MARTIN LUTHER





"The partial hospitalization program helped me transition from inpatient care to going back to school," said Abbey Riordan (pictured with her Macaw Parrot, Louie), who lives with her family in Sartell. "It also helped me keep up with my school work so I didn't fall behind."

## A home for hope

Clara's House is a first. It represents the first time that a community has embraced children and adolescents with emotional and behavioral health needs by providing donations and support to develop a treatment facility. And, it's the first St. Cloud Hospital building that has been completely paid for by gifts from benefactors.

Opened in October, Clara's House is the new home for adolescent chemical dependency services, and services for adolescents and children with emotional and behavioral problems who do not need to be hospitalized. These outpatient services are provided primarily during school hours Monday through Friday.

"We can have a huge impact on the lives of children and adolescents with behavioral health needs — and their parents," said Read Sulik, M.D., medical director of Child and Adolescent Psychiatry at St. Cloud Hospital. "But we really need a specialized facility to provide that care."

One of Dr. Sulik's patients, Abbey Riordan, can testify to the need for expanded adolescent behavioral health services in the St. Cloud area. Now 19 and a sophomore at St. Cloud State University, Riordan battled severe depression and anxiety for two years.

CentraCare Health Foundation raised more than \$3 million to build Clara's House. Included in the \$3 million was a \$1 million gift from Mae Ellingson-Skalicky. The facility was named in honor of her mother, Clara Ellingson.

## Enjoying independent living together

John and Marguerite Zelinski moved to Monticello in 2001 to be closer to their daughter and her family.

For 15 years after retirement, John and Marguerite lived in Sun City West, Ariz., in a large house with a large yard. They ran into some health problems and became tired of caring for the yard. They decided to move to Minnesota and began to explore their options in independent retirement living. They chose St. Benedict's Senior Community in Monticello, and they are very happy with their choice.

"We love it here!" said Marguerite. "The grounds and all of the flowers are very nice. The management does a great job, and we really like all of the people who live here."

At The Village (independent living apartments) they have the independence they want while being offered opportunities to participate in activities. John drives to do errands and grocery shopping. He's also an avid reader. They have turned the second bedroom into a study with more than 800 books. Marguerite goes to holiday and monthly birthday parties and participates in an exercise program and other social events.



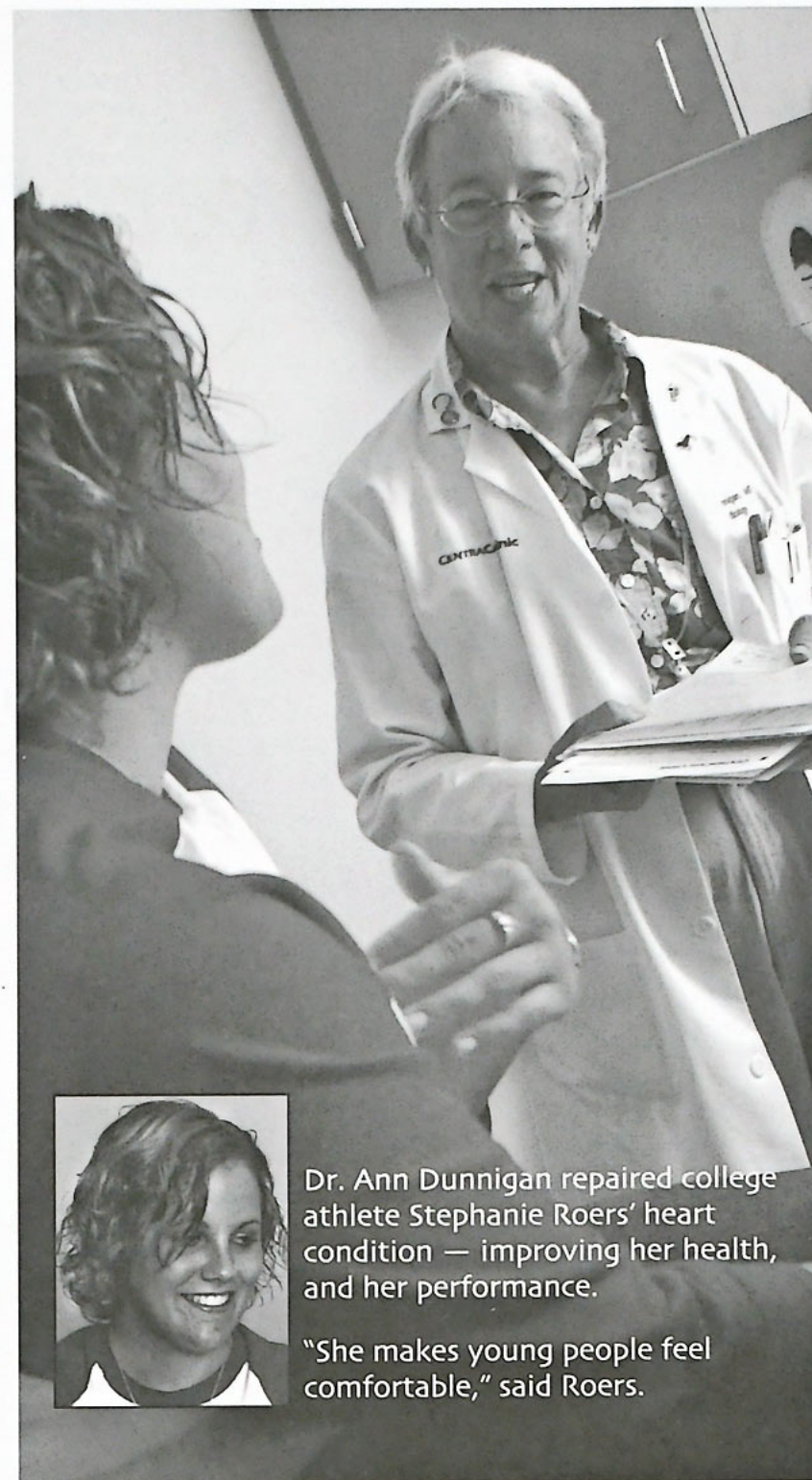
St. Benedict's Senior Community in Monticello has become home for John and Marguerite Zelinski. They now have the chance to simplify life and focus on the things they enjoy most.



# Healing

“WITH THE GIFT OF LISTENING  
COMES THE GIFT OF HEALING.”

— CATHERINE DE HUECK



Dr. Ann Dunnigan repaired college athlete Stephanie Roers' heart condition — improving her health, and her performance.

“She makes young people feel comfortable,” said Roers.

## Specialized in healing

Stephanie Roers, from Fargo, N.D., had “an episode” during her freshman year at the College of St. Benedict. She suffered from cardiac arrhythmia or episodes of very fast heart rate.

Her clinic referred her to Electrophysiologist Ann Dunnigan, M.D., at the Central Minnesota Heart Center at St. Cloud Hospital. She specializes in the care of children and adults with arrhythmias, as well as children and adults with congenital heart disease.

While very fast heart rates are not usually fatal, it certainly alters the lifestyle of an athletic person such as Roers.

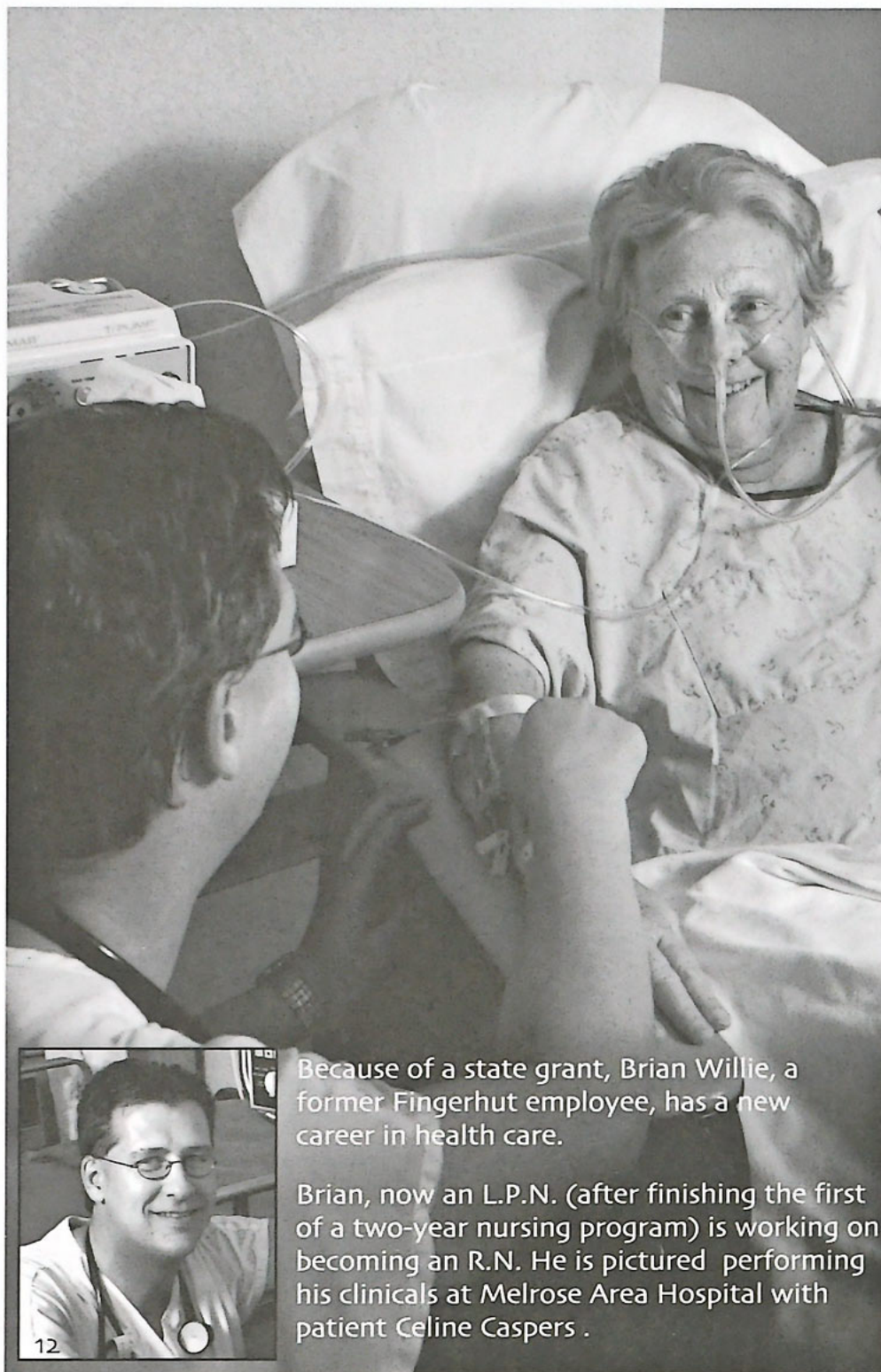
“Simple hockey drills would get my heart racing,” she said.

In May 2004, Dr. Dunnigan performed a “catheter ablation,” which eliminated the cause of the fast heart rate by using radiowaves to interrupt the abnormal electrical circuit.

During her check-up four months later, Roers said that she could tell the difference when she played rugby. And, she only had good things to say about Dr. Dunnigan.

Prior to joining the Central Minnesota Heart Center at St. Cloud Hospital in 2003, Dr. Dunnigan worked as a cardiac electrophysiologist and congenital cardiologist for the Minnesota Heart Institute at Abbott Northwestern Hospital. She is board certified in pediatrics and pediatric cardiology, and is a professor of pediatrics at the University of Minnesota.





## A healthy start to a new career

When Brian Willie, 42, of Sauk Rapids was laid off in April 2002 after 20 years as a machine operator at Fingerhut, he knew he had to find a career to help support his wife and three children.

Brian received assistance from a federal retraining program to complete a new career program in two years. Brian chose nursing because of the good wages and employment opportunities. After taking classes at St. Cloud State University and St. Cloud Technical College, Brian learned about the long waiting lists to get into a nursing program. He thought it would be nearly impossible to become an R.N. in two years, until he heard about a new two-year R.N. program offered in Melrose.

Melrose Area Hospital was one of 14 training sites in 12 communities that established an R.N. training program as part of the "Bridging Distances in Healthcare" program started in 2002 with a grant from the Minnesota Department of Labor. The project partners rural hospitals with nursing education programs to meet the health care shortage in those areas.

Brian is one of 24 students in the Melrose program. He passed his L.P.N. boards in July and anticipates taking the R.N. boards in July 2005. For Brian, the first year of nursing education (provided by Alexandria Technical College) and the clinical training were provided at Melrose Area Hospital.

By participating in this program, Melrose Area Hospital is pleased it will have an additional 24 R.N.s living and working in its rural community.

Because of a state grant, Brian Willie, a former Fingerhut employee, has a new career in health care.

Brian, now an L.P.N. (after finishing the first of a two-year nursing program) is working on becoming an R.N. He is pictured performing his clinicals at Melrose Area Hospital with patient Celine Caspers.

## CentraCare Health Foundation Cumulative Benefactors

### Quality, Hope and Healing

Words cannot begin to describe what is felt when a physician states: "You have cancer"; "Your child has cancer"; "Your father has had a heart attack"; or "Your parents' health is failing and they need the loving care and support of a nursing home." Yet, every person who hears these words can be assured there is a benefactor behind them, improving health care with their contributions.

In the last seven years, more than \$25 million has been given to CentraCare Health Foundation to improve health and health care in Central Minnesota.

Each of the more than 1,350 benefactors listed on the following pages and an additional 1,850 who contributed last year provide hope, healing and ensure quality care by purchasing state-of-the-art equipment that is just beyond our reach. These benefactors are making sure kids with cancer have what is needed to ease fears and promote healing; and contributing to a comfortable environment for nursing home residents to help them live the autumn of their lives with dignity.

The following pages share the names of the people and organizations who have made life-time contributions of \$1,000 or more to CentraCare Health Foundation and the institutions within CentraCare Health System.

We cannot say "thank you" enough for supporting our life's work of quality care, hope and healing.

### CUMULATIVE BENEFACTORS AS OF 09/01/04

#### \$2,500,000 AND ABOVE

St. Cloud Hospital

#### \$1,000,000 - \$2,499,999

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1 Anonymous Benefactor

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## \$10,000 - \$24,999

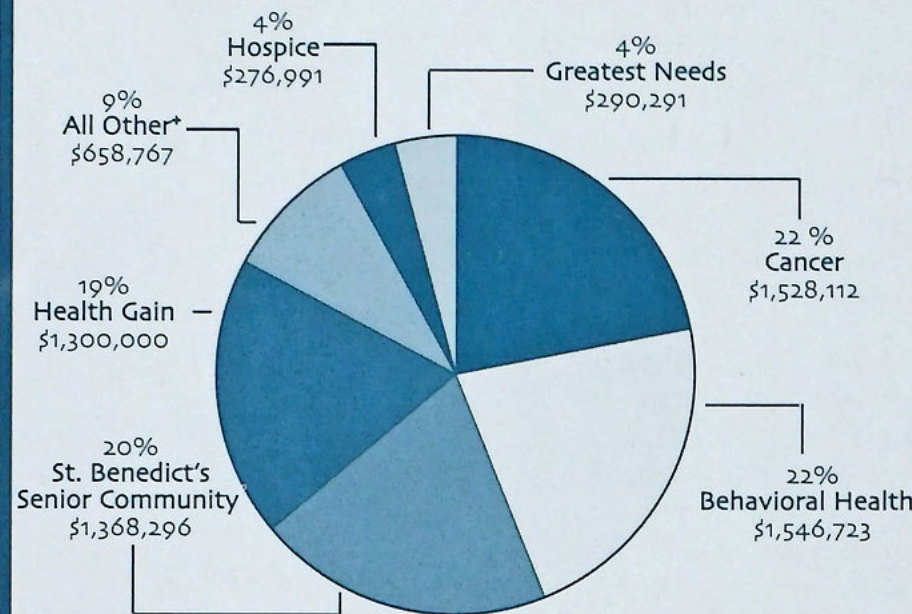
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Wayne R. & Linda J. Engstrand

# TOTAL CHARITABLE ACTIVITY CENTRA CARE HEALTH FOUNDATION

FISCAL YEAR 2004

(includes Deferred Gifts)

\$7 MILLION



\*All other includes Central Minnesota Heart Center, Mid-Minnesota Family Practice Center, CentraCare Diabetes Center, River Oaks Hospitality House, etc.

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As owners of Anderson Trucking Services, Inc., Rollie and Barbara Anderson believe it's a privilege and a responsibility to care for their family, employees and community.

The Andersons' gift to CentraCare Health Foundation reflects their belief in the importance of access to state-of-the-art health care for all people in Central Minnesota.

"There is no better gift we could provide to support our employees than to make our local health care strong," said Rollie Anderson.

The Andersons understand the critical importance of early diagnosis and treatment of childhood disorders and diseases, both physical and emotional, and are passionate about contributing to such causes.

After 49 years of creating, building and running a successful business, the Andersons employ more than 854 people.

Pictured: Jim & Lois Anderson, Rollie & Barbara Anderson, Barb Anderson & Dave Chandler.

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1 Anonymous Benefactor

## \$1,000 - \$4,999

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The following endowment funds have been created by individuals to carry on their family name or to honor someone special to them. The principal of these gifts is invested and the interest is used to support the area designated by the benefactor.

- Aunt Leona Fund
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Photo provided by Read Sulik, M.D.



Read and Tammy Sulik are passionate about serving the needs of children and young adults in Central Minnesota. Read, medical director for Child and Adolescent Psychiatry at St. Cloud Hospital, and Tammy, a psychologist at St. Cloud State University, have developed a strong background in understanding the need for children's behavioral health services.

Their vision for the future, with support from community benefactors, has become a reality with the creation of Clara's House, an outpatient treatment facility dedicated to helping children and adolescents with behavioral health issues — the first facility of its kind in Central Minnesota.

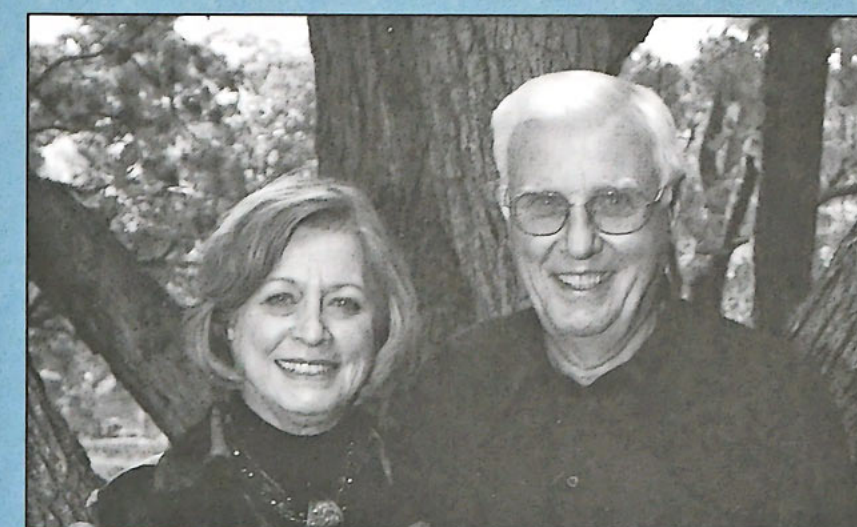
"The presence of Clara's House will raise a level of awareness like never before," said Read Sulik, M.D. "The community can be proud of its commitment and its role in supporting the development of a center of excellence for children and adolescents throughout the region."

The Suliks hope their gift to CentraCare Health Foundation will ensure support for child and adolescent behavioral health — one of the more poorly reimbursed areas in health care — as well as help to provide quality care and early intervention by specially trained staff.

Pictured: Abbie, 12; Tammy; Joseph, 8; Read; and Lydia, 5.

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Marilyn and Bob Obermiller have a strong connection with St. Cloud Hospital. Each has made substantial contributions to the success of the organization.

Marilyn, a graduate of the St. Cloud Hospital School of Nursing, has been involved in the St. Cloud Hospital Hospice program since its beginning as a coordinator and trainer of Hospice volunteers. After recognizing Hospice's need for financial assistance, she worked with the Volunteer department at the hospital to raise funds via the Holly Ball and Tree Festival. She has been a patient representative at the hospital for 13 years, as well as chairperson of the CentraCare Health Foundation and its Community Collaboration Committee.

Under Marilyn's leadership as chair of the CentraCare Health Foundation Board, the Foundation raised more than \$15 million to improve the health of the community through its five-year, *Investing in Health ... Ensuring Excellence* capital campaign.

Bob played an active role by serving on the St. Cloud Hospital board of directors for nine years from 1985 to 1994 followed by nine more years on the Corporate Board of the hospital. While on the hospital board, Bob served on the long-range planning committee and on St. Benedict's Senior Community's operating board as the hospital liaison.

Together, through their efforts and generosity, Marilyn and Bob have made an important difference in the community by contributing to CentraCare Health Foundation's Greatest Needs Fund.



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 St. Cloud Westside Sertoma Club  
 ServiceMaster of St. Cloud  
 Jerome Sevada  
 Josephine L. Sevada  
 Dr. Perry J. & Terre Severance  
 Jim & Alison Sherman  
 William Shiek & Shirley Kern  
 Terri & Bruce Shipshock  
 Dr. Joel & Susan Shobe  
 Christopher P. Shorba  
 Nancy A. Sibert  
 Reverend John Siebenand  
 Norb & Elaine Silvers  
 Mike & Dorothy Simpson  
 Brenda Skarphol  
 Dr. J. Weston & Marilyn Smith  
 Jacquelyn Smith  
 Dr. James M. & Kristine Smith  
 Patrick & Susan Smith  
 Everett & Rita Sobania  
 Sharon A. Sobania  
 Cindy Sobiech  
 Kathy Sorensen  
 Wayne & DeEtta Sorenson  
 South Junior High School - Student Council  
 Joel Spalding  
 Ann Marie Spanier  
 Diane & John Spaniol  
 Lionel J. & Eileen F. Spaniol  
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 Stems & Vines  
 Dr. Jack G. & Kim Stinogel  
 Robert J. & R. Joan Stommes  
 Sandra K. Stone  
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 Don S. Strack  
 Bob & Laurie Strack  
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 Debra D. Stueve  
 Mark Suess & Holly Benson-Suess  
 Dr. David & JoAnn Sufka  
 Phillip & Helen Sundquist  
 Sunray Printing Solutions, Inc.

M.J. & Richard Swanson  
 Lorene Swenson  
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 Katharine Theisen  
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 Marie & Richard Thompson  
 Paul Thompson & Kimberly Dods-  
 Thompson  
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 Robert & JoAnn Thueringer  
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 Tony & Joyce Tillemans  
 Arne Tilleson  
 Kathleen & Timothy Tinius  
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 Mrs. Fred Traynor  
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 Elaine Truzinski  
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 Thomas & Susan Unger  
 Tom & Maureen C. Unger  
 Maria Magdalena Urbanyi  
 Valley Green  
 Mary Ann & Leonard M. Valley  
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 Jane & Mark Vortherms  
 Lorraine Voss  
 James C. & Audrey A. Waggoner  
 Julianne Wagner  
 John A. & Irene M. Wahl  
 Kathryn Waletzko

## CADUCEUS SOCIETY

The Caduceus Society is a philanthropic guild of CentraCare Health Foundation. It is open to practicing and retired medical staff who make a commitment of \$10,000 or more.

Drs. Robert Ang & Belen Dy  
 Dr. Richard & Michaela Backes  
 Dr. Stephen & Bonnie Bologna  
 Dr. Philip & Kristine Boyle  
 Dr. Bryan & Kirsten Brindley  
 Dr. Stephen & Beth Cragle  
 Dr. Michael & Roberta Dorle  
 Dr. Paul & Joanne Dorsher  
 Dr. Walter & Trecia Ellis  
 Dr. Hans & Sharon Engman

Dr. John H. & Jeanne Geiser  
 Drs. Jeffrey S. & Terri T. Gerdes  
 Drs. Ron & Michelle Hanson  
 Dr. Richard & Patricia Hart  
 Dr. Hector & Marianne Ho  
 Dr. Allen & Laura Horn  
 Dr. Scot & Gretchen Hutton  
 Dr. Dwight E. & Audrey Jaeger  
 Dr. Craig & LuAnne Johnson  
 Drs. Richard & Merryn Jolkovsky  
 Dr. Gerald & Karen Jurgens  
 Drs. Jerry & Mary Keating  
 Dr. Todd M. & Laura Kor  
 Dr. David & Susan Kroska  
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 Dr. Thomas and Deanne Leither

Dr. Douglas & Taimi Liepert  
 Dr. Todd D. & Sarah Magnuson  
 Dr. John Mahowald & Donna Kuhl  
 Dr. Chip Martin & Mark Renslow  
 Dr. Creston & Bonnie Martin  
 Dr. Mark J. & Lisa B. Martone  
 Dr. John & Joyce Matsuura  
 Drs. Eric T. & Lynn M. McFarling  
 Dr. Cindy & Tom Melloy  
 Dr. Simón & Renee Milstein  
 Drs. Dale Minnerath & Sylvia Sundberg Minnerath  
 Dr. Paul & Nancy Moran  
 Dr. Tracy Napp  
 Dr. Frank & Tracy Nellans

Dr. Terence & Sue Pladson  
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 Dr. John & Kathy Reisinger  
 Dr. Nicholas & Bernice Reuter  
 Dr. David & Susan Roberts  
 Dr. John & Amy Schmitz  
 Dr. George & Jeanie Schoephoerster  
 Dr. Thomas G. & Myra Lee Schrup  
 Dr. Tereasa & Eric Simonson  
 Mary Sommers & the late Dr. Stephen Sommers  
 Dr. Andrew and Cynthia Staiger  
 Dr. Mary Stiles  
 Dr. Janelle & Terry Strom  
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Dr. L. Read & Tammy Sulik  
 Dr. John Teskey & Kathleen Mahon  
 Dr. Daniel & Julie Tiede  
 Dr. David J. & Janet Tilstra  
 Dr. Theodore & Andrea Truitt  
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 Dr. Dan & Judy Whitlock  
 Dr. Harold E. & Shirley Windschitl  
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Barb Wallace  
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 Sonja & Steven Zitun  
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 Zonta Club of St. Cloud Area  
 Dr. Patrick J. & Penny Zook  
 Jo Zwilling  
 Reverend Paul Zylla  
 Sy J. Zylla  
 Virginia M. Zylla  
 Mary Zyvoloski

18 Anonymous Benefactors

## HANS H. ENGMAN, M.D., retired endocrinologist for CentraCare Clinic, was honored as the 2004 recipient of CentraCare Health Foundation's Caduceus Award.

The award is presented to an individual who has demonstrated outstanding humanitarian and/or charitable medical efforts for the St. Cloud community and the 12-county regional area, and who emulates the mission of CentraCare Health System and CentraCare Health Foundation— improving the health of every patient, every day.

Dr. Engman was nominated for his major accomplishments and his leadership role in developing the CentraCare Diabetes Center, which was accredited by the American Diabetes Association as a comprehensive diabetes clinic in 2001.

Dr. Engman also helped with the development of a health care foundation that would support medical needs, encourage preventive medicine in Central Minnesota and stimulate clinical research by physicians in the area — a foundation that would be able to give back to the community. CentraCare and many individuals developed the CentraCare Health Foundation in 1996.

Dr. Engman served on the board of directors and was chairman of the Fund Development Committee for its first four years.

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Photo provided by Hans Engman, M.D.

# CADUCEUS AWARD

## CENTRA CARE HEALTH FOUNDATION REMEMBERS THE FOLLOWING BENEFACTORS WHO HAVE PASSED AWAY.

Kenneth Brunner  
 Mathilda Burns  
 Margaret Clifford  
 Sylvester Gall

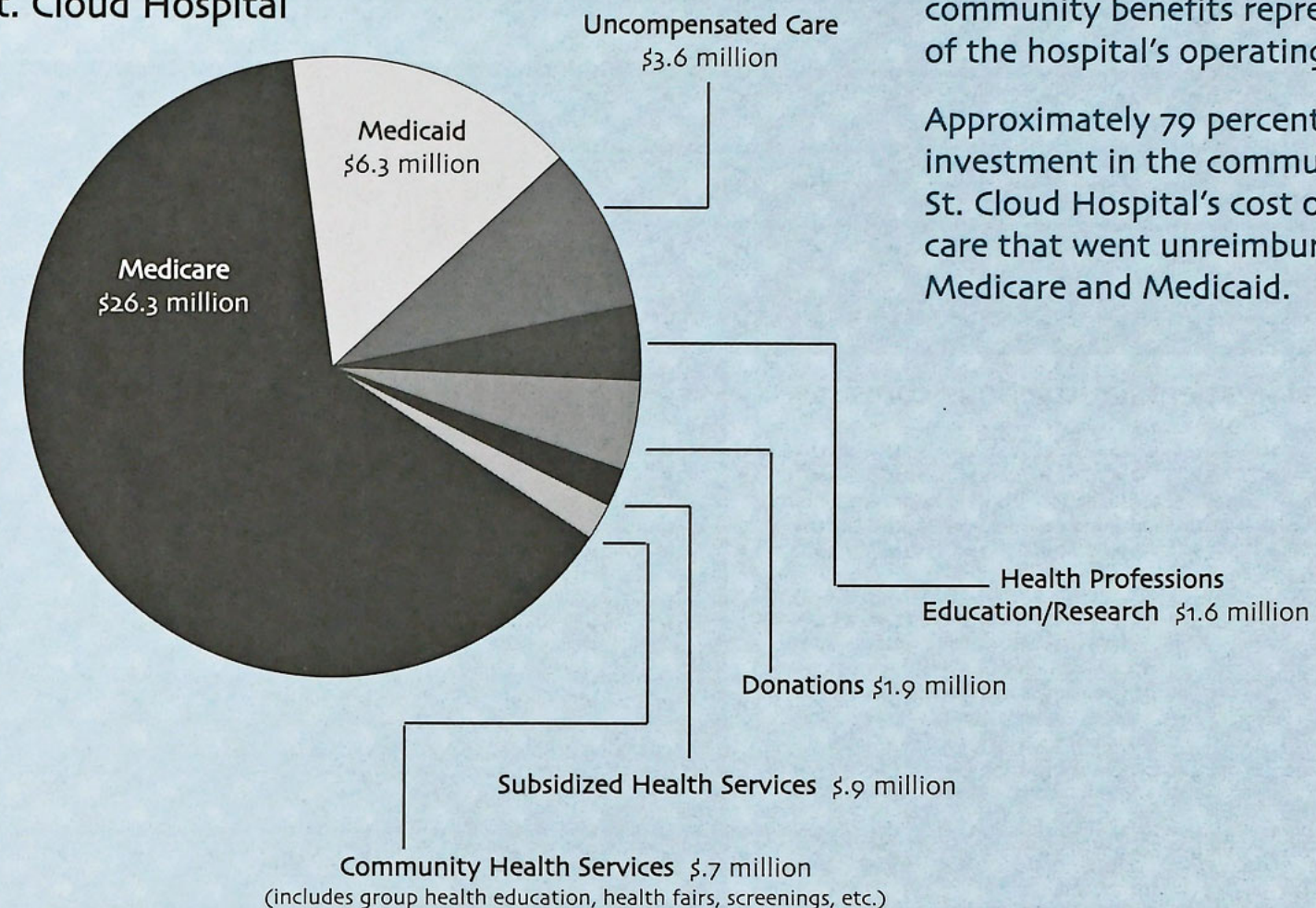
Rosemond Harren  
 Alvera Knutson  
 Amelia Kronenberg  
 Margaret Landwehr

Elinda Laubach  
 Helen Lauer  
 Florence Litchy  
 Theresa Menke

Herbert Simon  
 George Speltz

# Quality & Hope Healing

## St. Cloud Hospital



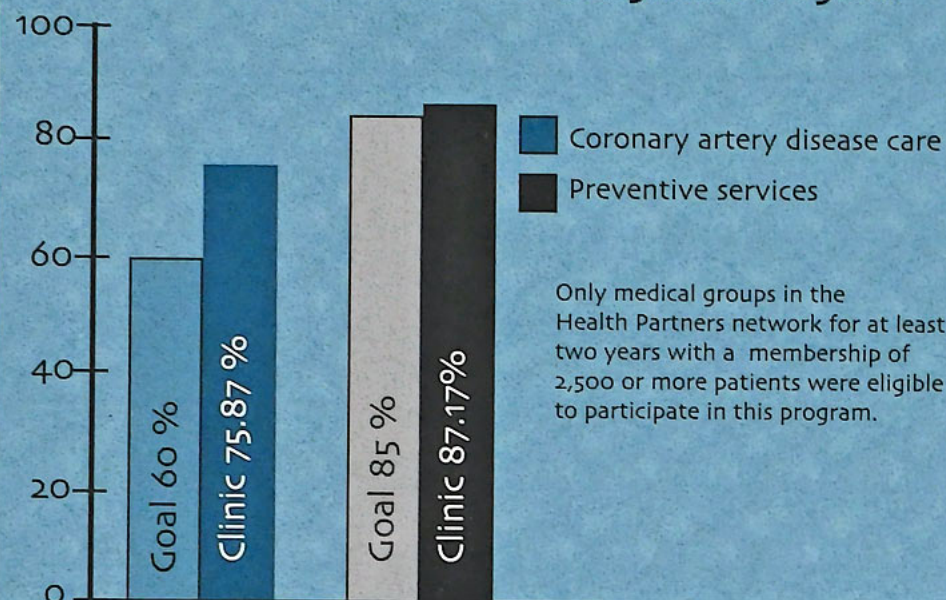
CentraCare Health System invests in the health of the communities it serves by providing quality care, hope and healing for the region.

In Fiscal Year 2004, St. Cloud Hospital alone provided more than \$41.3 million in education, uncompensated care, donations, community health services and more (see pie chart). These community benefits represent 14 percent of the hospital's operating expenses.

Approximately 79 percent of this investment in the community was St. Cloud Hospital's cost of providing care that went unreimbursed by Medicare and Medicaid.

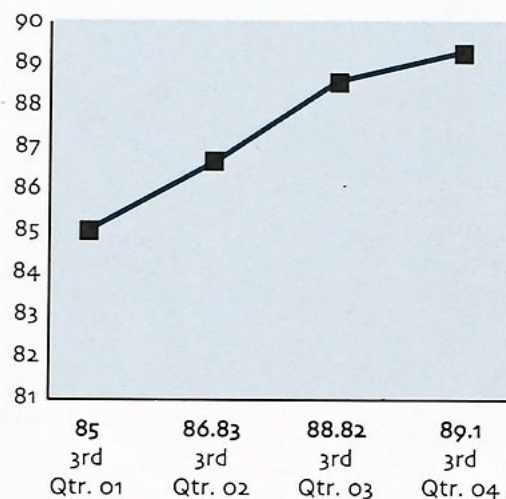


## CentraCare Clinic Health Partners Outcomes Recognition Program



Source: Health Partners. The preventive service target is the percent of patients who were up-to-date for all appropriate preventive services. The comprehensive coronary artery disease component measures LDL screening, LDL results < 130, lipid treatment use, aspirin use, blood pressure control and a non-smoker status.

## St. Cloud Hospital - Patient Satisfaction Scores



St. Cloud Hospital's overall patient satisfaction score hit an all-time high of 89.12 on a 100-point scale for the period January through March 2004.

St. Cloud Hospital won a national award for its patient satisfaction efforts during Fiscal Year 2004. The Compass award from the Press Ganey survey company recognized St. Cloud Hospital for improving its mean-score rating by 2.66 points over a two-year period. That improvement boosted the hospital's overall patient satisfaction and put it ahead of 96 percent of the approximately 100 other hospitals in its category of hospitals with 450 or more beds.

## St. Benedict's Senior Community Care Center Quality Measures

Lower numbers indicate fewer occurrences.

Indicator	SBSC	National
PAC Pressure Ulcers	16.29%	20.39%
Pressure Ulcer, Low Risk	1.30%	2.75%
Pressure Ulcer, High Risk	10.88%	13.97%
Chronic Care Pain	5.83%	6.49%

Source: Stratis Health, a non-profit quality improvement organization which collaborates with providers to improve health care. Scores are averaged for the time period of 7/1/03 - 3/31/04.

## Stratis Health Quality Report - Melrose Area Hospital

Indicator	Group Results	Melrose
LVEF Assessment	59.5%	100%
Discharged on Ace inhibitor medication	76%	100%
Discharge planning completed	32.8%	100%
Smoking Assessment completed	91%	100%
Pneumococcal Vaccination	48.5%	100%
Influenza Vaccination	55.9%	100%

Source: Stratis Health, a non-profit independent quality improvement organization that collaborates with providers and consumers to improve health care. Data is from June 2004. Project Results for 22 participating hospitals.

## Long Prairie Memorial Hospital & Home Patient Satisfaction Survey Results

	Positive Responses*	Change from previous year
<b>NURSING SERVICES</b>		
Quality of care provided	92.4%	+ 5.2%
Respect displayed & dignity preserved	98.5%	+ 13.3%
Questions/concerns addressed	95.2%	+ 12.7%
Changes communicated to family	96.6%	+ 1.3%
Was your pain addressed to your satisfaction?	98.2%	+ 16.2%

## SOCIAL SERVICES

Social worker was respectful	94.5%	+ 3.8%
Social worker followed up on question/problems	97.9%	+ 9.5%

## REHABILITATION SERVICES

Satisfaction with Physical Therapy Program	100.0%	None
Satisfaction with Occupational Therapy Program	100.0%	None
Satisfaction with Speech Therapy Program	100.0%	None
Communication to Family	92.0%	- 7.4%

\* Excellent + Acceptable Responses

Source: Long Prairie Memorial Hospital & Home 67 respondents as of 7/22/2004.

## Boards of Directors

Through June 30, 2004

### CentraCare Health System Board of Directors

Terence Pladson, M.D.,  
Health System President  
Dean Anderson\*  
Dan Coborn\*  
Thomas Cress, M.D.  
Dave Gruenes  
James Jost, M.D.\*  
Al Kremers  
Dale Minnerath, M.D.  
Al Schilmoeller  
Sylvester Sterioff, M.D.  
Dolores Super, O.S.B.\*  
George Torrey

### CentraCare Clinic Board of Directors

Allen Horn, M.D., Clinic  
President  
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Scot Hutton, M.D.  
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### CentraCare Health Foundation Board of Directors

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Andra Knapek

Al Kremers  
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Dan Miller  
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Tim Rice  
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Carl Vaagenes  
Andrew Vinson  
Harold Windschitl, M.D.

### Long Prairie Memorial Hospital & Home Operating Committee

Roger Oberg, Administrator  
Chad Bense  
Hans Bjellum, M.D.  
Terri Jo Cadwallader  
Jim Davis  
Rene Eldidy, M.D.  
Chris Orecchia  
Jeannette Pesta  
Thomas Sellnow  
Paul VanGorp, M.D.

### Melrose Area Hospital Operating Committee

Joan Jackson, Administrator  
Dante Beretta, M.D.  
Jim Davis  
Melvin Klasen  
Mary Linnemann  
Lori Seawell

### St. Cloud Hospital Board of Directors

Craig Broman, Hospital  
President  
Miriam Ardolf, O.S.B.  
Rick Bauerly  
Mike Benusa  
Michaela Byron, O.S.F.  
Father Marvin Enneking  
John Geiser, M.D.  
Scot Hutton, M.D.  
Todd Magnuson, M.D.

John Matsuura, M.D.  
Sandy Neutzling  
Dave Noack  
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Molly Renslow  
Paula Revier, O.S.B.  
Thomas Schrup, M.D.  
Reverend Gerald Staehling  
Janelle Strom, M.D.  
John Weitzel  
Bob White

### St. Cloud Hospital Corporate Members

Craig Broman, Hospital  
President  
Michaela Byron, O.S.F.  
Administrative Staff  
Father Marvin Enneking  
Barbara Grachek  
Kathleen Hobday, M.D.  
Ephrem Hollermann, O.S.B.  
Don Kainz  
Bishop John Kinney, D.D., J.C.D.  
Dave Noack  
Cecelia Prokosch, O.S.B.

### St. Benedict's Senior Community Operating Committee

Linda Doerr,  
Executive Director  
Evelyn Bancroft  
Mike Benusa  
Darwin Bonn  
Steve Bresnahan  
Craig Broman  
Paul Bugbee  
Barb Grachek  
Colleen Haggerty, O.S.B.  
John Salchert, M.D.  
Barb Schwientek  
Lori Vrolson

\* retired from board June 2004



## CENTRAcare HEALTH SYSTEM SUMMARY OF OPERATIONS

Operating Revenues in thousands	06/30/04	06/30/03	06/30/02
Gross Patient and Resident Service Charges	\$799,186	\$679,846	\$582,717
Allowances for Contractual Adjustments	(335,112)	(268,324)	(214,098)
Net Patient and Resident Service Revenue	464,074	411,522	368,619
Other Revenue	10,872	9,395	10,199
Total Revenue	\$474,946	\$420,917	\$378,818
<b>Operating Expenses in thousands</b>			
Salaries and Employee Benefits	\$277,264	\$275,984	\$239,058
Supplies and Other	138,387	112,861	109,039
Interest and Depreciation	31,050	33,711	29,071
Provision for Uncollectible Accounts	6,533	5,469	5,608
Total Expenses	\$453,234	\$428,025	\$382,776
Total Operating Income (Loss)	\$21,712	(\$7,108)	(\$3,958)
Operating Margin	4.57%	(1.69%)	(1.04%)
<b>Change in Net Assets in thousands</b>			
Operating Income (Loss)	\$21,712	(\$7,108)	(\$3,958)
Investment Return	18,876	(480)	(5,247)
Other Changes (philanthropy & financial gains)	10,423	987	2,976
Increase (Decrease) in Net Assets	\$51,011	(\$6,601)	(\$6,229)
Ending Net Assets	\$253,296	\$202,285	\$208,886

After two consecutive years of losses, CentraCare Health System ended Fiscal Year 2004 with a 4.57 percent operating margin. This is within the industry standard of 4-6 percent.

Where does that excess revenue go? Right back into the communities we serve. We must continually reinvest in our employees, technology and facilities to meet the health care needs of Central

Minnesota residents.

Financial health is essential for us to continue our healing mission.

## CENTRAcare HEALTH FOUNDATION SUMMARY

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- successfully completed the "Investing in Health...Ensuring Excellence" capital campaign, which raised \$15.5 million;
- met the Kresge Foundation's challenge of raising \$11 million for three focus areas in order to receive a \$750,000 grant;
- kicked off the Heart Healthy Central Minnesota project with nearly 1,000 participants;
- facilitated funding of the Alzheimer's unit renovation at St. Benedict's Senior Community and construction of Clara's House (see page 8);

- granted nearly \$1.3 million to improve health and health care.

Revenue & Support in thousands  
Contributions, net  
Investment Income, net  
Special Events

Total Revenue

Expenses in thousands  
Program Expenditures  
Grants and Programs  
Special Events Cost

Total Program

Administrative Expenditures

Administrative \*  
Fund Raising/Capital Campaign

Administrative & Fund Raising

Total Expenses

Change in Net Assets in thousands  
Excess Revenue Over Expenses  
Net Change in unrealized gains on investments

Change In net Assets

Net Assets at the beginning of the year  
Net Assets at the end of the year

\* St. Cloud Hospital and St. Benedict's Senior Community cover expenses. A contribution from these two organizations is reflected.

VISIT US ON THE  
 Web  
www.centracare.com

- request prescription refills
- request clinic appointments
- find a doctor
- find health information
- send e-greetings to patients
- find support groups & classes

**2004 CentraCare Health System Annual Report Survey**  
Thank you for taking the time to read our annual report. Please mail completed surveys by Feb. 28, 2005 for a chance to win a \$50 Crossroads Shopping Center gift certificate.

1) This report increased my understanding of how CentraCare Health System invests in the health of the community.  
Yes No

2) I received this report: \_\_\_\_\_ at a meeting \_\_\_\_\_ in the mail  
\_\_\_\_\_ via the website \_\_\_\_\_ from a lobby \_\_\_\_\_ from a friend

3) My name and address (to send me my prize if I win) is: \_\_\_\_\_

(Please print clearly)

4) Yes, I'd like to receive the CentraCare e-newsletter, my e-mail address is: \_\_\_\_\_

5) Comments: \_\_\_\_\_



## CENTRA CARE HEALTH SYSTEM SUMMARY OF OPERATIONS

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Revenue & Support in thousands	FY 2004	FY 2003	FY 2002
Contributions, net	\$6,237	\$2,429	\$5,512
Investment Income, net	340	2	157
Special Events	345	328	303
Total Revenue	\$6,922	\$2,759	\$5,972
<b>Expenses in thousands</b>			
Program Expenditures			
Grants and Programs	\$1,297	\$1,755	\$1,475
Special Events Cost	111	88	103
Total Program	\$1,408	\$1,843	\$1,578
Administrative Expenditures			
Administrative *	\$220	\$207	\$242
Fund Raising/Capital Campaign	420	406	421
Administrative & Fund Raising	\$640	\$613	\$663
Total Expenses	\$2,048	\$2,456	\$2,241
<b>Change in Net Assets in thousands</b>			
Excess Revenue Over Expenses	\$4,874	\$303	\$3,731
Net Change in unrealized gains on investments	133	66	(212)
Change In net Assets	\$5,007	\$369	3,519
Net Assets at the beginning of the year	9,110	8,741	5,222
Net Assets at the end of the year	\$14,117	\$9,110	\$8,741

\* St. Cloud Hospital and St. Benedict's Senior Community covered a majority of the Foundation's administrative expenses. A contribution from these two organizations is reflected in the contributions line.

- granted nearly \$1.3 million to improve health and health care.

Since 2000, the Foundation's assets have grown from \$4.3 million to \$14 million.



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- facilitated funding of the Alzheimer's unit renovation at St. Benedict's Senior Community and construction of Clara's House (see page 8);

Revenue & Support in thousands	FY 2004	FY 2003	FY 2002
Contributions, net	\$6,237	\$2,429	\$5,512
Investment Income, net	340	2	157
Special Events	345	328	303
Total Revenue	\$6,922	\$2,759	\$5,972
<b>Expenses in thousands</b>			
Program Expenditures			
Grants and Programs	\$1,297	\$1,755	\$1,475
Special Events Cost	111	88	103
Total Program	\$1,408	\$1,843	\$1,578
Administrative Expenditures			
Administrative *	\$220	\$207	\$242
Fund Raising/Capital Campaign	420	406	421
Administrative & Fund Raising	\$640	\$613	\$663
Total Expenses	\$2,048	\$2,456	\$2,241
<b>Change in Net Assets in thousands</b>			
Excess Revenue Over Expenses	\$4,874	\$303	\$3,731
Net Change in unrealized gains on investments	133	66	(212)
Change In net Assets	\$5,007	\$369	3,519
Net Assets at the beginning of the year	9,110	8,741	5,222
Net Assets at the end of the year	\$14,117	\$9,110	\$8,741

\* St. Cloud Hospital and St. Benedict's Senior Community covered a majority of the Foundation's administrative expenses. A contribution from these two organizations is reflected in the contributions line.

- granted nearly \$1.3 million to improve health and health care.

Since 2000, the Foundation's assets have grown from \$4.3 million to \$14 million.

## Our Mission

CentraCare Health System works to improve the health of every patient, every day.

ATTN: COMMUNICATIONS DEPT.  
CENTRA CARE HEALTH SYSTEM  
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# CentraCare Health System

## St. Cloud Hospital

- St. Cloud Hospital
  - behavioral health services
  - cancer center
  - critical care
  - diabetes center
  - dialysis
  - digestive center
  - emergency services
  - heart center
  - home care & hospice
  - imaging
  - laboratory
  - neurosciences
  - orthopedics
  - pediatrics
  - rehabilitation
  - sleep center
  - surgical services
  - women's services
- Mid-Minnesota Family Practice Center
  - St. Cloud Hospital/ Mayo Family Practice Residency Program
  - Project H.E.A.L.
- St. Benedict's Senior Community
  - retirement apartments [Monticello & St. Cloud]
  - nursing home
  - subacute care

## Long Prairie Memorial Hospital & Home

- Long Prairie Memorial Hospital
  - ambulance
  - emergency services
  - imaging
  - laboratory
  - obstetrics
  - rehabilitation
  - sleep program
  - surgical services
  - transportation service
  - visiting specialists
- Nursing Home

## Melrose Area Hospital

- Melrose Area Hospital
  - emergency services
  - imaging
  - laboratory
  - obstetrics
  - rehabilitation
  - surgical services
  - visiting specialists
- CentraCare Radiation Oncology [Alexandria]
- Park View Center
- Pine Villa Care Center

## CentraCare Clinic

- Becker
- Eagle Valley Clinic\* [Eagle Bend]
- Heartland [St. Cloud]
- Health Plaza [St. Cloud]
- Little Falls
- Long Prairie
- Melrose
- River Campus [St. Cloud]
- St. Joseph
- Women & Children [St. Cloud]

\* Joint venture —  
CentraCare Health  
System/Lakewood Health  
System

## CentraCare Health Services

- CentraCare Laboratory Services
- CentraCare Pharmacy Services [Becker, Heartland, Health Plaza & St. Cloud Hospital]

## CentraCare Health Foundation

CentraCare Health System is a collaborative group of Central Minnesota health care professionals, working together to provide comprehensive, high-quality care, close to home.

## CENTRA CARE Health System

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